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Productivity and labor performance: case of salitre savings and loan cooperative, Lomas de Sargentillo agency. Period 2015-2021

Productividad y desempeño laboral: caso cooperativa de ahorro y crédito salitre, agencia Lomas de Sargentillo. Periodo 2015-2021

Produtividade e desempenho laboral: caso da cooperativa de poupança e empréstimo salitre, agência Lomas de Sargentillo. Período 2015-2021

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ABSTRACT

This research focuses on the Salitre Savings and Credit Cooperative, Lomas de Sargentillo agency, whose objective is to determine the productivity and job performance of the staff working in the Salitre Savings and Credit Cooperative. In the theoretical framework, a brief description of the main bibliographic sources, books and web pages is made, it has been seen the need to collect information and theory that contribute to the investigation of this thesis with topics of Business Administration, Strategic Management, and Human Talent Management, determines the immediate or potential effect on an organization given a given situation. For the methodological framework, a description of the approach used for research methods is made, it refers to the development of the action plan, which implicitly implies the proposal of a series of activities in order to promote the human talent management process. The Development of the Proposal refers to the tendencies and perspectives of human management that aim to optimize the administration of the organization's personnel. On the other hand, for the work performance of the staff, it has been proposed; responsibility, work organization, amount of work and with a lower percentage the Quality of work is evidenced. In the case of responsibility, employees apply work techniques. The responsibility assumed by employees in the execution of their tasks is limited by institutional policies. The manager must take full advantage of the skills of the servers or employees under his charge to achieve the objectives of the Cooperativa de Ahorro y Crédito Salitre.

Keywords: Labor Productivity; Human Talent; Skills; Knowledge.

RESUMEN

La presente investigación se enfoca en la Cooperativa de Ahorro y Crédito Salitre, agencia Lomas de Sargentillo", cuyo objetivo es determinar cómo es la Productividad y el desempeño laboral del personal que labora en la Cooperativa de Ahorro y Crédito Salitre. En el marco teórico se realiza una breve descripción de las principales fuentes bibliográficas, libros y páginas web, se ha visto la necesidad de recolectar información y teoría que aportan a la investigación de la presente tesis con temas de Administración de empresas, Gerencia Estratégica, y Gestión del Talento Humano, determina el efecto inmediato o potencial sobre una organización dada una situación determinada. Para el marco metodológico, se efectúa una descripción del enfoque utilizado métodos para la investigación, hace referencia a la elaboración del plan de acción, el cual lleva implícito la propuesta de una serie de actividades en función de promover el proceso de gestión de talento humano. El Desarrollo de la Propuesta hace referencia a las tendencias y las perspectivas de gestión humana pretenden optimizar la administración del personal de la organización. Por otra parte, para el desempeño laboral del personal se ha planteado; responsabilidad, organización del trabajo, cantidad de trabajo y con menor porcentaje se evidencia la Calidad de trabajo. En el caso de la responsabilidad, los empleados aplican técnicas de trabajo. La responsabilidad que asumen los empleados en la ejecución de sus tareas está limitada por las políticas institucionales. El gerente deberá beneficiarse al máximo de las habilidades de los servidores o empleados a su cargo para el logro de los objetivos de la Cooperativa de Ahorro y Crédito Salitre.

Palabras clave: Productividad Laboral; Talento Humano; Habilidades; Conocimiento.

RESUMO

Esta investigação centra-se na Cooperativa de Ahorro y Crédito Salitre, agência Lomas de Sargentillo, cujo objectivo é determinar a produtividade e o desempenho profissional do pessoal que trabalha na Cooperativa de Ahorro y Crédito Salitre. No quadro teórico é feita uma breve descrição das principais fontes bibliográficas, livros e páginas web, tendo-se verificado a necessidade de recolher informação e teoria que contribuam para a investigação da presente tese com temas de Administração de empresas, Gestão Estratégica e Gestão do Talento Humano, determina o efeito imediato ou potencial sobre uma organização dada uma determinada situação. Para o enquadramento metodológico, é feita uma descrição da abordagem utilizada para os métodos de investigação, referindo-se à elaboração do plano de acção, o que implica a proposta de uma série de actividades a fim de promover o processo de gestão do talento humano. O Desenvolvimento da Proposta refere-se às tendências e perspectivas da gestão humana, com o objectivo de otimizar a administração do pessoal da organização. Por outro lado, para o desempenho do trabalho do pessoal, responsabilidade, organização do trabalho, quantidade de trabalho e, em menor medida, a Qualidade do trabalho. Em caso de responsabilidade, os empregados aplicam técnicas de trabalho. A responsabilidade que os empregados assumem na execução das suas tarefas é limitada pelas políticas institucionais. O gestor deve tirar pleno partido das competências dos empregados a seu cargo para atingir os objectivos da Cooperativa de Ahorro y Crédito Salitre.

Palavras-chave: Produtividade laboral; Talento humano; Competências; Conhecimento.

Introducción

In companies, productivity is an important component that not only allows us to determine the work performance of the company's workers, but also sets a limit to our possibility of improving. A company that is productive shows that it properly applies the administrative process, is responsible for measuring and calculating the total goods and services that have been produced by each factor used during a given time.

According to Portillo, (2004) mentions that the implementation of the administrative process plays a very important role in the correct execution of the activities and processes of any company, this process is essential for any company that provides goods or services. This process helps companies to carry out a correct execution of the activities and thus take advantage of the human, technical and material resources, with which it counts.

According to Pedraza, Amaya and Conde (2010) Employee performance has always been considered the cornerstone for developing the effectiveness and success of an organization; For this reason there is currently total interest for human resources managers in aspects that allow not only to measure it but also to improve it.

In this sense, performance is those actions or behaviors observed in employees that are relevant to the objectives of the organization, and can be measured in terms of the competencies of each individual and their level of contribution to the company. This performance can be successful or not, depending on a set of characteristics that are often manifested through behavior.

On the other hand, Tapia and Chagñay (2017) mention that in effect the administrative process comprises a series of stages, that its correct establishment is aimed at facilitating administration and constitutes a fundamental basis for the development of a

company or organization in the sense of increase productivity and competitiveness in the sector to which it belongs.

Every company must assume the correct use of these processes and with the responsibility of establishing a logical direction or coordination, since the progress of the company really depends on these, in view of taking into account possible future goals, establishing a management plan. that fulfill the objectives, its mission and vision.

In this sense, the labor productivity of middle-aged women and younger workers was particularly low. (Abdullaev & Estevao, 2013)

Likewise, adequate labor productivity incorporated aspects aimed at strengthening the rights of workers, improving health and safety at work, and eradicating child labor and labor equity. (Flores Quiroga, Hernández Ochoa, Palacios Prieto, Contreras Saldívar, & Avante Juárez, 2019)

Labor productivity in Ecuadorian companies directly affects the motivation of the collaborator, which allows him to go to his workplace with a good attitude. The construction of a good work performance plays an important role between the company and the worker, when the company motivates the employee by allowing him to participate in decision-making. (Arriaga Sánchez & Lavayen Apolinario, 2020)

When analyzing the importance of the productivity factor, experts have tried to explain why a company has higher levels of productivity, enabling it to start the internationalization process, while other companies fail to reach those levels. A traditional theory assumed that companies were born with an inherent capacity for productivity from the very moment of their creation (García de Hoyo, 2020).

The present investigative work is born from the urgent need to enhance the weaknesses in the aspect of productivity and work performance of the Salitre Savings and Credit Cooperative, Lomas de Sargentillo Agency, from

this effective strategies will be proposed in productivity that I helped stabilize and strengthen the liquidity of the company. Through this, an analysis will be made to determine how the cooperative's employees develop their work activities based on their productivity.

Methodology

The research had a quantitative approach where the data obtained as a result of the measurement of the indicators of each of the variables object of the present study was collected and analyzed, in this case the independent variable of productivity and the dependent variable that is work performance.

With the survey technique, information is collected through a bank of questions, carrying out the study sample of 15 employees in order to obtain the information based on the knowledge of each one of them of the Salitre Savings and Credit Cooperative of the Lomas de Lomas Agency. Sargentillo to know the current situation of productivity and job performance.

An interview was held with the administrator of the Cooperativa de Ahorro y Crédito Salitre of the Lomas de Sargentillo Agency, taking into account the bank of questions that he proceeded to make verbally in one of the visits with this we were able to obtain essential information to continue with our research.

Results

Once the survey was applied to the personnel that works in the Salitre Savings and Credit Cooperative, the analysis and the respective interpretation of the results obtained were carried out, to identify the current situation of productivity and work performance of the collaborators of said cooperative, the following results were obtained through the interview and the survey.

The results of the survey are represented in explanatory tables and statistical graphs that facilitate an adequate reading of it and easy understanding of the problem that is

the object of this investigation, therefore, currently in many companies there is a high level of labor productivity.

On the other hand, obtaining that 30% of the workers consider it excellent when knowing what the mission and vision of the company is, and the other 25% consider it regular; and 20% do not know what the mission and vision are therefore bad while 15% answered good and 10% consider it very good, that is, it is the modular anchor of any institution.

Likewise, when asking if the employee had the freedom to decide how to carry out their activities, most of the respondents agree that they are bad with 40%; on the other hand, 20% would consider it excellent; while 16% stated that it is good; 13% answering that it is regular while 11% consider it very good.

In relation to the level of information and the tools when using some of the respondents consider that 40% is regular, on the other hand, 24% of the employees surveyed mentioned that the level of information for the use of the tools is very good, and a 18% consider it good, 12% of those surveyed answered that it is excellent, while 6% answered bad.

In relation to the level of productivity that exists with new employees at the beginning, it was considered good, but when the administration changed, 37% of those surveyed considered that relations with new employees were bad, while 35% considered it regular, a 15% responded that they consider it excellent, 8% responded that it was very good, and 5% responded that communication is good.

When establishing the relationship that exists between boss and worker before the change of administrator, the relationship was very good with 39%, since currently the workers consider it regular with 35%; while 12% indicated that it is good; therefore, 8% consider it very good, and 6% answered that it is excellent.

In addition, it was considered to investigate the work schedule established by law where 36% of the respondents indicated that it is

bad, and 35% that it is regular, 22% indicated that it is very good, and 5% stated that it is good, and 2% that is excellent.

On the part of the behavior, the evaluation that the boss has when considering the performance of the workers was investigated where the majority agreed with 45% that it is bad, therefore, 32% indicated that it is regular and 10% that it is good, while 8% said that it is very good, therefore 5% said that it is excellent.

According to the response of the respondents, they mentioned that overtime is not paid in the best way where 41% indicated that they are bad, and 33% that they are regular, and 10% that they are good, while 8% very good; therefore the 8% that is excellent.

Therefore, it is concluded that in the warehouse there is a high level of productivity due to work overload, overtime is not paid according to the law, there is a regular relationship between boss and employee, and poor communication between employees. Additionally, there is very little freedom when deciding how to carry out their activities and the evaluations used by the boss to measure results for employees are ineffective, all these aspects generate low job performance.

These results show the behavior that exists in the employees of the Salitre Savings and Credit Cooperative when they are not treated as they should, so they feel very pressured when carrying out their activities, based on the results obtained; in the survey carried out on the employees of the cooperative, the vast majority consider that there is a high level of productivity, but due to the demands of the managers without considering overtime outside working hours.

The interview was applied to the administrator of the Cooperativa de Ahorro y Crédito Salitre of the Lomas de Sargentillo Agency, through one of the visits through which it was possible to obtain the necessary information for the realization of the results, to whom the following questions were made questions.

1. Do you think that the employees know, understand and comprehend the mission and vision of the cooperative?

As administrator of the Salitre Savings and Credit Cooperative of the Lomas de Sargentillo Agency, I can say that our staff who work in the cooperative are very clear about our mission, which is to promote socio-economic development in the areas of influence of the cooperative, through the delivery of financial products and services appropriate to its market, sustainable and with criteria of social responsibility, likewise the vision is to provide efficient financial solutions to the Agricultural and Microenterprise sector of the provinces of Guayas and Los Ríos, with patrimonial support, physical and technological infrastructure; processes adapted to the needs of the market and a work team committed to the execution of cooperative principles, that is the commitment of all of us who make up the institution.

2. Does the employee have the freedom to decide how to carry out his activities in the cooperative?

Our company aims to make our employees feel good so that they can give their 100% in productivity and therefore in work performance. Because our goal is always to be the leader in the competitive market.

3. Does the employee have the necessary information, means and tools to carry out their work?

At the cooperative we have the obligation to publicize the security measures and provide all the appropriate tools and biosecurity means for all our employees.

4. When new employees join, are they informed of the activities to be carried out in the workplace?

The cooperative is very careful on this point, because each employee who joins the Salitre Savings and Credit Cooperative of the Lomas de Sargentillo Agency and the head-

quarters, as well as in the other branches, is provided with the necessary measures such as educational talks and it gives them the codes that must be followed in the institution so that they comply with them properly.

5. Do you try to solve situations of personal conflict between employees in an open and clear way?

Our cooperative has the prestige of being one of the best cooperatives, therefore, we must be as discreet in a situation of conflict between our employees and seek a solution as possible so as not to harm the company.

6. Do you consider that the work environment in the company strengthens interpersonal relationships?

At the Salitre Savings and Credit Cooperative of the Lomas de Sargentillo Agency, it provides its employees with a stable and essential work environment in order to meet the company's objectives by combining individual skills and resources; for this reason, its considered essential to preserve and promote interpersonal relationships that allow the establishment of an excellent work environment.

7. Do you think the relationship between bosses and employees allows them to develop intelligence and innovation in the workplace?

I believe that as an administrator of the Salitre Savings and Credit Cooperative of the Lomas de Sargentillo Agency i have a good relationship with my colleagues since they have good social skills and that this contributes to a working environment in the cooperative.

8. Do you believe that the established schedule is in accordance with the provisions of the law?

According to the schedule established in the Salitre Savings and Credit Cooperative of the Lomas de Sargentillo Agency, i consider that, if it is appropriate, because in these times of

competition we should not be left behind and in this way the cooperative provides and satisfies the needs of our full time clients.

9. When performing the role as boss, are you satisfied with the performance of your colleagues?

In the Salitre Savings and Credit Cooperative of the Lomas de Sargentillo Agency, it is a company that offers job opportunities. As an administrator, i can say that there are employees who sometimes are worthy of belonging to the company, but sometimes not because there are employees that do not leave the cooperative high.

10. Are the extra hours that the workers perform rewarded, so that the employee feels satisfied?

At the Salitre Savings and Credit Cooperative of the Lomas de Sargentillo Agency, it is an institution that knows how to reward employees very well when they do extra work, since in this way it is encouraged by the labor code regime.

Discussion

In order to determine the productivity and work performance of the employees of the Salitre Savings and Credit Cooperative of the Lomas de Sargentillo Agency, a survey was carried out for the 15 employees of the entity under study, as well as the Interview with the administrator of the cooperative, to know the reality about productivity and work performance that the cooperative is going through and thus propose feasible alternatives through the conclusions of this investigation. All this is compared with highly relevant research that is similar to the research carried out in the cooperative.

In the book by García del Hoyo, Juan (2020), he states that one of the traditional theories assumed that companies from the moment of their creation are born with an inherent capacity for productivity. Companies with efficient productivity are those that will be

able to survive and grow in the markets, while inefficient companies are destined to fail.

It should be noted that this theory by García del Hoyo makes a clarification of the productivity process of the companies in relation to the study, because if what must be done is not planned, the cooperative will not have favorable results of administrative and financial management, this implies that the cooperative has set a mission to serve the area of influence.

Another important aspect was expressed by Ulloa (2019), where he indicates that the functions of administrative management around the control of personnel performance, not only focus on verifying tasks and verifying process compliance, but also going further to incorporate good strategies towards the fulfillment of the objectives and goals of the organizations.

From this point of view, Ulloa's criteria is very valuable to keep in mind in the business environment of any organization or institution, for this reason I share this opinion, so that the study carried out combines with the previous version and what should be kept in mind it is being administered and the service it is offering to comply with the socio-economic development of the sectors of influence that the Salitre Savings and Credit Cooperative of the Lomas de Sargentillo Agency has marked.

In the research entitled: "Organizational communication in the optimization of labor performance of companies in the dairy sector in the province of Tungurahua" by (Maiza Moya, 2019) the following is mentioned:

What was stated in their research Reyes, Huilcapi, Montiel & Mora (2018), on labor performance and administrative processes as sources of business development, indicates the labor performance of human resources will have "a lot to do with the behavior of workers and the motivation; therefore, the better the motivation, the better the performance of the work and therefore the productivity improves.

From this perspective, this previous criterion is very valuable because good job performance depends on the functions that it develops, so that the research carried out is directly consistent with the investigated process of productivity and employee performance.

Conclusions

It is concluded that the level of productivity in the credit area of the Salitre Savings and Credit Cooperative of the Lomas de Sargentillo Agency, has favorable results in having a high level of performance in productivity.

The work performance of the employees of the Salitre Savings and Credit Cooperative of the Lomas de Sargentillo agency is efficient because the level of productivity depends on the work carried out in conjunction with all the personnel who work in the cooperative, this according to the functions of each of its employees.

There is a significant relationship between the skill dimension of job performance and the productivity of Salitre Savings and Credit Cooperative employees, because the level of productivity depends on job performance, so there is a significant relationship between the knowledge dimension of job performance and the productivity of the Cooperative's employees.

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